



09000242805302c9



Ref. No. 09000242805302c9

Your Ref. No.

dated « 30 » November 2021

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**About refund/reissue of the tickets
containing S7 flights to/from Cologne/Hannover**

TO: Agents of Siberia Airlines, JSC

Dear agents!

Please, be informed about the procedures of working with tickets issued on 421 stock and containing own flights S7 Airlines (S7) on routes:

- **to/from Cologne (CGN)** which depart in the period **from the January 20, 2022 to the March 24, 2022 inclusively**;
- **to/from Hannover (HAJ)** which depart in the period **from the January 18, 2022 to the March 22, 2022 inclusively**.

The tickets with **DME - HAJ/CGN** segments are permitted to be refunded involuntary or to be reissued involuntary – according to passenger's wish.

Involuntary refund shall be provided at the place of tickets purchase in accordance with the type of payment specified in the ticket.

Involuntary reissue may be for S7 own flights:

1. the reservation shall be created in the minimum available RBD maintaining the class of service;
2. new dates of carriage shall be within from 1 to 7 days before/after of the original dates;
3. with a change of route:
 - a. the route DME - HAJ/CGN may be changed to the route DME - MUC/ DUS/ BER
 - b. the route HAJ/CGN - DME may be changed to the route MUC/ DUS/ BER - DME
 - c. the route <CITY>-DME-HAJ/CGN may be changed to the route <CITY>-DME- MUC/DUS/BER
 - d. the route HAJ/CGN-DME-<CITY> may be changed to the route MUC/DUS/BER- DME-<CITY>

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Подлинник документа подписан ЭП и хранится в системе ЭДО «Досье партнера S7»

Сведения о сертификате ЭП (Перевозчик)

Владелец: АО "Авиакомпания "Сибирь", Мозговенко К.С.

Сертификат: 02BDABBA0095AC51B442C959568D05BA9A

Действителен: с 18.12.2020 по 18.12.2021





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In case of involuntary refund of the tickets issued on stock of other carriers, passenger shall be redirected to the validating carrier.

On all technological issues, Agents including Carrier's offices shall contact the Agent Support Center by creating an application on web-page <https://smarthelp.s7.ru>.

**Yours faithfully,
Siberia Airlines, JSC**

Signed with digital signature

Mr Konstantin Mozgovenko

Originator: Technology Support Sales Department

Email: tech@s7.ru

Подлинник документа подписан ЭП и хранится в системе ЭДО «Досье партнера S7»

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